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# Tactical Communications/ Conflict Resolution



# TACTICAL COMMUNICATION / CONFLICT RESOLUTION

## TACTICAL COMMUNICATION

- 3.15.01 The trainee shall discuss how tactical communication involves both professional demeanor and words (verbal and non-verbal cues).

**Reference:**

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- 3.15.02 The trainee shall identify the benefits of tactical communication including:

- A. Enhanced safety (reduces likelihood of physical confrontation and injury)
- B. Enhanced professionalism (decreases citizen complaints, civil liability, personal, and professional stress)

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- 3.15.03 The trainee shall demonstrate an ability to perform in a calm, professional demeanor while de-escalating hostilities or conflicts (i.e., without resorting to physical force).

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## TACTICAL COMMUNICATION / CONFLICT RESOLUTION

- 3.15.04 The trainee shall explain and demonstrate the ability to use deflection techniques in response to verbal abuse. Every word that follows “but” is professional language that is goal directed. Examples might include:

- A. I appreciate that, but I need to see your driver’s license.
- B. I understand that, but I need you to sign the citation.

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- 3.15.05 Given a scenario or an actual incident involving an uncooperative subject(s), the trainee shall be able to generate voluntary compliance using the 5-step process:

- A. Ask (Ethical Appeal) – The subject is given an opportunity to voluntarily comply by simply being asked to comply
- B. Set Context (Reasonable Appeal) – The “why” questions are answered by the identification or explanation of the law, policy, or rationale that applies to the situation
- C. Present Options (Personal Appeal) – Explain possible options
- D. Confirm (Practice Appeal) – Provides one last opportunity for voluntary compliance; “Is there anything I can say to earn your cooperation at this time?”
- E. ACT – (Take appropriate action)

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# TACTICAL COMMUNICATION / CONFLICT RESOLUTION

## HANDLING DISPUTES

3.15.06 The trainee shall explain an officer's basic responsibilities at the scene of a dispute. These responsibilities shall minimally include:

- A. Remaining impartial
- B. Preserving the peace
- C. Determining whether or not a crime has been committed
- D. Conducting an investigation if a crime has been committed
- E. Providing safety to individuals and property
- F. Suggesting solutions to the problem
- G. Offering names of referral agencies
- H. Considering arrest as a viable alternative if a crime has been committed

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3.15.07 The trainee shall identify various social service organizations that are available within the city or county to render assistance in dispute situations. These organizations shall minimally include those dealing with:

- A. Public health
- B. Alcohol problems
- C. Family counseling and child guidance
- D. Drug problems
- E. Humane society/SPCA
- F. Any additional city/county agencies or organizations

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## TACTICAL COMMUNICATION / CONFLICT RESOLUTION

- 3.15.08 The trainee shall explain the inherent dangers to an officer who enters the home of a family involved in a dispute.

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- 3.15.09 The trainee shall explain the advantages and disadvantages of separating parties in a dispute and gathering information from them individually.

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- 3.15.10 The trainee shall explain citizen arrest procedures to consider at disputes.

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- 3.15.11 The trainee shall assess and explain different techniques to use in given dispute situations. These situations shall minimally include:

- A. Family disputes
- B. Neighbor disputes

## TACTICAL COMMUNICATION / CONFLICT RESOLUTION

C. Juvenile disputes

D. Loud parties

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3.15.12 Given a scenario or an actual incident involving a dispute, the trainee shall assess and handle the dispute in a safe, efficient, reasonable, and discretionary manner.

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## CIVIL DISPUTES (including Landlord/Tenant and Labor)

3.15.13 The trainee shall review and explain the agency's policy on handling landlord-tenant disputes.

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## TACTICAL COMMUNICATION / CONFLICT RESOLUTION

3.15.14 The trainee shall identify and explain California civil and criminal law and agency procedures applicable to situations that arise from landlord-tenant disputes. These situations shall minimally include:

- A. Evictions
- B. Lockouts
- C. Trespasses
- D. Confiscation of property

**Reference:** Civil Code sections 1861a; 1161, 1161a, and 1162; 1946

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3.15.15 The trainee shall review and explain the agency's policy on labor-management disputes.

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3.15.16 The trainee shall explain agency policy and procedures relative to typical policing problems that occur during labor-management disputes. These problems shall minimally include:

- A. Obstruction of ingress or egress
- B. Blocking of sidewalks and roadways
- C. Outside agitators
- D. Violence and vandalism

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## TACTICAL COMMUNICATION / CONFLICT RESOLUTION

3.15.17 The trainee shall explain the role of the small claims court.

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3.15.18 Given any situation involving a civil dispute, the trainee shall assess and handle the situation in a safe and effective manner, consistent with agency policy and state law.

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### REPOSSESSIONS

3.15.19 The trainee shall explain the general rules that pertain to the repossession of items. These rules shall minimally include:

- A. What property is subject to repossession
- B. Who may make a repossession
- C. To what lengths a repossessioner may go
- D. When a repossession is complete

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